



State of Nevada – Department Of Personnel

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
QUALITY ASSURANCE SPECIALIST IV	39	B	10.240
QUALITY ASSURANCE SPECIALIST III	38	B	10.241
QUALITY ASSURANCE SPECIALIST II	35	B	10.242
QUALITY ASSURANCE SPECIALIST I	33	B	10.244

SERIES CONCEPT

Quality Assurance Specialists design and implement a comprehensive quality assurance program encompassing clinical and related disciplines at a mental health hospital, residential care facility for individuals with mental retardation who may also have significant physical and/or mental health problems, rehabilitation facility, or a clinic which provides outpatient medical and psychological services, or the medical system for the Department of Corrections. Incumbents objectively and systematically review and evaluate the quality and appropriateness of client care and services, identify opportunities for improvement, and work with administrators and staff to resolve identified problems and deficiencies.

Review and evaluate appropriateness of client services including access, outcomes and prevention; conduct case reviews including customer interviews and surveys, medical/clinical and case records, facility inspections, and agency/facility policies and procedures; assist in identification of problem areas; monitor high risk/impact areas and processes vulnerable to litigation, adverse publicity, or involvement of law enforcement.

Evaluate compliance with applicable accreditation, licensing, health and safety, and funding requirements; develop recommendations for corrective actions including serving on committees, providing written reports and summaries, and presenting findings to administrators and department staff; review citations and plans of correction from State, federal, and accreditation reviews; participate in developing corrections and monitor corrections for compliance.

Provide technical guidance to agency staff regarding quality assurance/improvement activities and requirements; ensure agency/facility staff and administration are aware of accreditation, licensing, funding, and human rights requirements; provide training to staff, providers, and outside agencies regarding federal and State regulations, program requirements, policies and procedures, accreditation standards, client rights, consent and confidentiality issues, due process, documentation and communication related topics, and other areas as required.

Review reports of incident, abuse and neglect, rights violations, sentinel events, serious incident, treatment appeals and complaints; ensure applicable regulations and reporting requirements are followed; conduct investigations and contact appropriate outside enforcement agencies as appropriate; ensure client confidentiality and privacy as well as the security of documents, reports, and findings.

Coordinate agency efforts to achieve and maintain accreditation; develop quality assurance/improvement criteria and methodology; coordinate self-assessments using accreditation standards; research, develop and collate data for pre-survey information packets; coordinate, write, and organize information incorporated into official corrective action plans submitted by the agency in response to survey or statements of deficiencies and findings.

Prepare narrative and statistical reports for management; participate in budget preparation for area of responsibility; monitor and control expenditure of funds for staffing, equipment, supplies and other areas as required.

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SERIES CONCEPT (cont'd)

Perform related duties as assigned.

CLASS CONCEPTS

Quality Assurance Specialist IV: Under general direction, the Quality Assurance IV is assigned to plan, organize and conduct quality assurance and utilization reviews of medical, dental, psychological, pharmacy, and other therapeutic services provided by the Department of Corrections' eight correctional institutions, thirteen honor camps, and two restitution centers. In addition, this position oversees and monitors inmate health care services provided by physicians, laboratories, hospitals, and other providers located in the community.

Evaluate department policies, procedures and practices in relation to internal and external rules, regulations, and community standards; identify problems relating to treatment methodology, standards of care, and inmate health services; conduct and serve on committees to formulate solutions to service delivery problems and medical records maintenance; confer with medical staff to assess care provided and make appropriate recommendations.

Develop and coordinate the utilization management system to monitor the daily progress of hospitalized inmates; audit medical records of inmates receiving care within the department's health care system to identify patient care problems and variances from accepted standards of practice, and perform specific case reviews and conduct special investigations as requested.

Conduct and/or serve on committees related to quality of care; conduct quality improvement studies and summarize results for administrative staff; provide staff training related to quality improvement; respond to the Governor, Legislature, members of the community, and inmate families regarding quality of health care provided.

Train, supervise and evaluate the performance of professional, technical and clerical staff as assigned.

Quality Assurance Specialist III: Under general direction, incumbents design, implement, and oversee a comprehensive quality assurance program encompassing community-based programs and inpatient services at a mental health hospital or residential facility for individuals with mental retardation who may have significant physical and/or mental health problems; interpret State and federal regulations regarding licensure, certification and health and safety; lead and participate in evaluation of facility policies, procedures and practices in relation to internal and external rules, regulations, and accreditation standards; identify problems relating to treatment methodology, standards of care, and client services; conduct and serve on committees to formulate solutions to service delivery problems and medical records maintenance; conduct special investigations related to the delivery of health services and prepare reports as requested; serve as liaison to accrediting and regulatory agencies to achieve and maintain facilities licensure/accreditation; supervise professional, technical, and clerical staff as assigned.

Quality Assurance Specialist II: Under direction, incumbent at this level either 1) report to a Clinical Program Planner or other administrator in an agency's central office, or 2) assist a Quality Assurance Specialist III in performing quality assurance/improvement activities for inpatient services at a mental health hospital or residential facility which includes community-based programs and services. Incumbents participate in the evaluation, design, and implementation of quality assurance/improvement activities for programs and services provided by the agency; collect data to evaluate services, summarize findings, and

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CLASS CONCEPTS (cont'd)

Quality Assurance Specialist II (cont'd)

prepare recommendations for improvement; participate in special analytical studies, research and projects; and assist in monitoring grant funds including researching information for participants, coordinating committee functions, and completing annual reports.

Quality Assurance Specialist I: Under general supervision, incumbents receive training and gain experience in quality assurance/improvement activities including auditing, service review and statistical analysis techniques. This is the entry level in the series.

MINIMUM QUALIFICATIONS

SPECIAL NOTES AND REQUIREMENTS:

- * Some positions require experience applying and interpreting Joint Commission on Accreditation of Healthcare Organizations (JCAHO) standards, Accreditation Council Outcome Measures, Medicaid guidelines, and/or Health Care Finance Administration (HCFA) regulations in a health care setting. Such requirements will be designated at the time of recruitment.
- * Some positions require certification as a Qualified Mental Retardation Professional (QMRP).
- * A bachelor's degree from an approved school of professional nursing, pursuant to NRS 632, is equivalent to a bachelor's degree from an accredited college or university.

QUALITY ASSURANCE SPECIALIST IV

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in nursing or related field and four years of increasingly responsible experience in an institutional setting reviewing and evaluating health care services including performing program evaluation, quality assurance/improvement, and/or utilization review activities; **OR** an equivalent combination of experience and education above the bachelor's degree level. (*See Special Notes and Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: quality assurance and/or utilization review audit and compliance activities including application of community and regulatory standards; application of the nursing process including assessment, diagnosis, planning, intervention and evaluation as applied to quality assurance and utilization review activities; uses, effects, side effects and interactions of commonly prescribed medications for physical ailments and psychological problems; laboratory tests and diagnostic procedures; typical courses of a variety of illnesses, injuries and conditions; physical restraint techniques and procedures appropriate to specific situations in a correctional setting. **Ability to:** read and interpret court orders and decisions related to inmate health care; assist the Quality Improvement Committee in internal investigations related to quality of care issues; monitor the care of inmates hospitalized outside the correctional system; supervise and evaluate the performance of assigned personnel; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: Department of Corrections policies and procedures related to custody, security and classification; limitations of medical services available at various correctional facilities within the State; outside specialists and facilities in various communities which may provide services to inmates. **General knowledge of:** federal forensic laws. **Ability to:** review medical records and evaluate the appropriateness, timeliness and quality of care provided; conduct special studies and case reviews as requested by department administrators and/or the medical director.

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MINIMUM QUALIFICATIONS (cont'd)

QUALITY ASSURANCE SPECIALIST III

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in nursing, social work, human development, special education, health science, public health, or other behavioral or social science and four years of professional experience, three years of which included increasingly responsible experience performing program evaluation, quality assurance/improvement, and/or utilization review activities for a human services program or agency; **OR** a bachelor's degree from an accredited college or university in one of the majors listed above and four years of increasingly responsible experience performing program evaluation, quality assurance/improvement and/or utilization review activities for a human services program; **OR** an equivalent combination of education and experience above the bachelor's degree level. (*See Special Notes and Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: auditing procedures and evaluation techniques for comprehensive services including hospital or residential services and community based programs; OSHA rules and regulations, and principles of workplace safety; quality improvement concepts and processes in organizations. **Ability to:** plan, organize, and direct a quality assurance program for a hospital or residential care facility; inspect and audit healthcare services and systems to determine compliance with accreditation and regulatory standards; read and interpret technical reports and documents and reference manuals and apply information in determining compliance with accreditation and regulatory requirements; establish and coordinate an internal review process; provide technical assistance and training to facility staff related to quality assurance/improvement and accreditation standards; organize and lead performance improvement teams; coordinate facility quality assurance/improvement activities with department policies, procedures, and directives; serve as the facility's liaison with accrediting, regulatory, licensing and other governing bodies; perform statistical computations and comparisons; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: agency policies and procedures related to healthcare services and standards; principles and practices of supervision and training. **Ability to:** solicit cooperation of staff in identifying needed changes and formulating solutions; prepare each hospital service area for audits; train, supervise and evaluate the performance of assigned personnel.

QUALITY ASSURANCE SPECIALIST II

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in nursing, social work, human development, special education, health science, public health, or other behavioral or social science and two years of experience, which included one year of experience providing client services in a human services field and one year of performing program evaluation, quality assurance/improvement, and/or utilization review activities for a human services program; **OR** a bachelor's degree from an accredited college or university in one of the majors listed above and two years of experience performing program evaluation, quality assurance/improvement, and/or utilization review activities for a human services program; **OR** an equivalent combination of experience and education above the bachelor's degree level. (*See Special Notes and Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: accepted practices and methods used in designing quality assurance/improvement reviews and audits; medical/behavioral terminology; data collection methods and statistical analysis techniques; State and federal laws pertaining to inpatient and/or residential practices and procedures; accreditation standards for human services programs; medical/clinical or client records

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MINIMUM QUALIFICATIONS (cont'd)

QUALITY ASSURANCE SPECIALIST II (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (cont'd)

documentation standards and procedures. **Ability to:** locate, analyze, interpret, and apply information, data, and research findings; write narrative and statistical reports, recommendations, correspondence and other materials using computerized graphics and presentation software; provide technical assistance for agencies regarding quality assurance/improvement and accreditation standards; apply accreditation, licensing, and certification standards to specific situations; provide training in quality assurance standards and compliance requirements; evaluate program effectiveness, recognize existing or potential problems, and formulate recommendations for corrective action; develop surveys and questionnaires to produce reliable and valid data; *and all knowledge skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: appropriateness and adequacy of psychological, psychiatric and clinical services in residential, inpatient, and community-based services; accepted practices and methods used in designing quality assurance/improvement reviews and audits; professional credentialing requirements. **Ability to:** assist committees in analyzing issues and formulating recommendations consistent with quality assurance goals; solicit cooperation of existing staff in identifying needed changes and formulating solutions; write recommendations which integrate best practices, current research, and professional and national literature.

QUALITY ASSURANCE SPECIALIST I

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in nursing, social work, human development, special education, health science, public health, or other behavioral or social science and one year of experience providing client services in a human services field; **OR** a bachelor's degree from an accredited college or university in one of the majors listed above and one year of experience performing program evaluation, quality assurance/improvement and/or utilization review activities for a human services program; **OR** an equivalent combination of experience and education above the bachelor's degree level. *(See Special Notes and Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

General knowledge of: mental illness or mental retardation; current community standards in human services and safeguards to protect human rights; psychology, human development, theories of learning, psychotherapy, and behavior analysis; human services delivery systems; medical/behavioral terminology; data collection and analysis techniques. **Ability to:** read and understand clinical and statistical reports; conduct interviews to obtain consumer feedback; make observations and objectively report findings; recognize and evaluate services, planning, and related issues; assist in formulating recommendations for improved services; accurately compile information from various sources; learn, understand, and apply applicable laws, standards and policies; operate a personal computer and word processing, spreadsheet, and relational database software programs; establish positive working relationships with others and work as part of a team.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

(These are identical to the Entry Level Knowledge, Skills and Abilities required for Quality Assurance Specialist II.)

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This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

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ESTABLISHED:	7/1/99P 10/2/98PC	7/1/99P 10/2/98PC	7/1/99P 10/2/98PC	7/1/99P 10/2/98PC
REVISED:	7/1/03LG	7/1/03LG	7/1/03LG	7/1/03LG